

**In the claims:**

The claims presented for examination are reproduced below.

1. (Currently amended) A communications network comprising:
  - a media server;
  - a document server communicatively coupled to the media server ;
  - a media gateway; and
  - a call controller configured to provide reliability handling for events experienced during a call session between the media server and the media gateway;
  - wherein application profiles are specifically set up for separate individual customers to be executed by the media server and the reliability handling works in conjunction with the call controller to control communication between the media server, document server and media gateway based on the customer specific application profile settings.
2. (Original) The communications network of claim 1 wherein the reliability handling includes the provisioning of voice extensible markup language (VXML) instructions to the media server to retrieve applications from one or more document servers.
3. (Original) The communications network of claim 2 wherein the VXML instructions include uniform resource locators (URLs) identifying the location of the applications.
4. (Original) The communications network of claim 2 wherein the media server comprises a VXML engine.

5. (Original) The communications network of claim 4 wherein the media gateway is coupled to receive inbound calls from a telephone network.
6. (Original) The communications network of claim 4 wherein the call controller includes an interface adapted for communication with an enterprise call router.
7. (Currently amended) The communications network of claim 1 wherein the ~~exception~~ reliability handling includes one or more of call rejection or call transfer.
8. (Cancelled)
9. (Currently amended) The communications network of claim 8- 1 wherein the document server is a VXML document server and the applications are VXML applications and the VXML document server stores the VXML application applications to be executed by the media server.
10. (Canceled)
11. (Currently amended) A method, comprising:
  - recognizing an event in a call flow process for an automated communication session in which a media server interacts with a caller through a media gateway; and
  - providing application profiles specifically set up for separate individual customers to be executed by the media server in the call flow process;
  - providing a document server communicatively coupled to the media server and the media gateway; and
  - invoking, in response to recognizing the event thereto and at an application server communicatively coupled with the media server, document server and the media gateway

initiating one or more reliability handlers for ~~cooping with~~ responding to the event according to ~~an~~ the application profiles for the automated call session.

12. (Original) The method of claim 11 wherein the reliability handlers provide one or more of:

uniform resource locators (URLs) at which applications to be executed by the media server are located, call rejection instructions, or call transfer destination telephone numbers.

13. (Original) The method of claim 12 wherein the URLs correspond to documents stored at the application server.

14. (Currently amended) The method of claim 12 wherein the URLs correspond to documents stored at one or more of the document servers communicatively coupled to the media server.

15. (Original) The method of claim 11 wherein the reliability handlers respond to the event by transmitting instructions to the media server to retrieve backup documents for processing a call from one or more document servers.

16. (Original) The method of claim 15 wherein the backup documents comprise one or more voice extensible markup language (VXML) applications.

17. (Original) The method of claim 11 wherein the event comprises one of: a timeout during communication between the media server and a document server, a document server error, a communication error between the document server and the media server, a page error, a resource failure error, an XML timeout error, an unexpected response from the document server, a call transfer process initiated by the media server, a call queuing

operation initiated by the media server, a script execution initiated by an enterprise call router communicatively coupled to the application server, or a carrier-based transfer connect process requested by the media server.

18-20. (Canceled)